

Telecommunications Systems Analyst II

Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results

1	Knowledge of the theory and principles of telecommunications and electronics for the installation, maintenance, modification, and repair of equipment and systems.
2	Knowledge of the design, uses, and functions of telecommunications equipment (e.g. radios, microwave, private branch exchange) in order to verify equipment and complete other work related tasks.
3	Knowledge of computer applications to enter information into database(s).
4	Knowledge of project management techniques to ensure that the progress and completion of work assignments and tasks conform to the overall project and organizational objectives.
5	Ability to monitor telecommunications projects to ensure they remain within the contract's budget and to ensure appropriate equipment and services were received in a timely manner.
6	Ability to use standard office equipment and machines (e.g., fax machines, copy machines, telephones, calculators) to complete various work processes.
7	Ability to use a variety of computer software applications and programs to set up and edit data (e.g., client user accounts) and complete other assigned work tasks.
8	Ability to use computers to collect, transfer, and program data in complex telecommunications equipment and systems.
9	Ability to identify and reconcile discrepancies in data and information pertaining to program and project activities.
10	Ability to lead the work activities of staff to provide quality services, to achieve operational efficiency and mitigate potential risks.
11	Ability to provide feedback and recommendations to others to aid in their understanding and development and to ensure performance objectives/expectations are met.
12	Ability to establish and maintain cooperative relationships with individuals and organizations to meet the department's goals and objectives.
13	Ability to use tact and diplomacy when working with people with different perspectives and viewpoints.
14	Ability to remain calm and perform effectively in high stress situations.

15	Ability to maintain confidentiality to ensure compliance with the applicable laws, regulations, and rules related to consumer privacy.
16	Ability to act as a liaison between local agencies, contractors, utilities, consulting firms, Federal and State staff, state management, and other entities for telecommunications related issues and or/projects via telephone, email, and meetings.
17	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise and free of errors.
18	Ability to keep records and schematics and provide status reports of work proposed, in process, or completed.
19	Ability to write simple documents (e.g., letters, memos or other correspondence) to communicate with various audiences.
20	Ability to write technical and detailed documents (e.g., reports, project summaries, program status reports) to clearly communicate methods, analyses, findings, recommendations and other relevant information.
21	Ability to read and comprehend written materials (e.g., memos, reports, regulations, policies) in order to apply information and determine appropriate courses of actions.
22	Ability to read and comprehend technical manuals, schematics, site drawings, manufacturer's specifications, and troubleshooting guides used in the installation and repair of telecommunications equipment.
23	Ability to enter, transcribe, record, store, or maintain information in written or electronic form.
24	Ability to clearly communicate ideas and information in writing to staff, clients, agencies, the public and private entities.
25	Ability to clearly communicate ideas and information orally to staff, clients, agencies, the public and private entities.
26	Ability to consult with staff, clients, agencies, the public and private entities for telecommunications related issues and or/projects via telephone, email, and in person.
27	Ability to present ideas and information effectively to various entities (e.g. staff, the public, management) in order to communicate and meet operational needs.
28	Ability to explain policies, procedures, rules, and/or regulations in writing to departmental employees, the public and government agencies.
29	Ability to listen to ensure optimal comprehension of information, ideas, or directives.
30	Ability to analyze situations and data accurately and thoroughly to determine and implement effective and appropriate course(s) of action.

31	Ability to use a variety of analytical techniques and resources to determine the appropriate tools and equipment needed to complete a task in accordance with departmental goals and objectives.
32	Ability to identify problems or issues which impact the progress of work projects or assignments (e.g., time constraints, resource limitations, scheduling conflicts).
33	Ability to use logic and reasoning to identify the strengths and weaknesses of alternative approaches or solutions.
34	Ability to understand the implications of new information for both current and future problem-solving and decision-making.
35	Ability to be detailed and thorough in completing work tasks to ensure optimal product quality.
36	Ability to effectively manage time with multiple assignments and deadlines to ensure timely completion of projects.
37	Ability to establish and maintain priorities in order to complete projects and assignments on time and within budget.
38	Ability to be flexible in adapting to changes in priorities, work assignments, and other interactions that may impact pre-established courses of action for completing projects and assignments.
39	Ability to work independently on projects or assignments with minimal supervision or detailed instructions.
40	Knowledge of basic mathematical computations (e.g., addition, subtraction, multiplication, division) and its applications for completing budget and/or invoice related tasks.
41	Ability to perform basic mathematical computations (e.g., addition, subtraction, multiplication, division) using calculators and spreadsheet software for completing budget and/or invoice related tasks.
42	Ability to maintain a valid driver's license to travel to different work sites.
43	Ability to sit for long periods of time to complete work activities.
44	Willingness to travel throughout state to complete work activities.
45	Willingness to work in an office setting to complete work activities.